



Return Policy

At Inspire Fitness, we want our customers to be completely satisfied with their online purchases. If for any reason you are dissatisfied with your purchase, you can return it for a refund within the first 30 days from the date of delivery with exceptions: *Items that have been mishandled, damaged, or altered beyond reason*. To start a return request, please contact our Service Team at [\(877\) 738-1729](tel:8777381729) or email costco@centr.com.

Please include a copy of your packing slip with the order along with a brief explanation for the return. Doing so will allow for a prompt refund while helping us to improve our products and services offered to you. The customer is responsible for preparing and packaging the item for shipping.

LTL/ White Glove Delivery Orders: All shipping and handling charges on returned merchandise will be at the customer's expense unless other arrangements have already been authorized. There may be a 20 percent restocking fee.

If your returned item arrives in damaged condition, with missing parts, or signs of misuse, Inspire Fitness reserves the right to charge up to a 20 percent restocking fee.

If your returned purchase includes the 12-month app subscription, your subscription will be stopped once your refund is processed.

Subscription Cancellation: If a member wishes to cancel their subscription, they must do so by logging into the App or contacting our service department at costco@centr.com. Upon cancellation, the member will continue to have access to the app already paid for at the time of cancellation until the last day of that billing period. To avoid paying for an extra month, member must make the cancellation request at the above email at least five (5) business days before the last day of the month which is to be the last month of access. Under no circumstance, will Health in Motion provide a refund for a cancellation.